CATEGORIES OF PATIENT ENGAGEMENT

Engagement Categories		Definition and Methods
PARTNER		Patients are full participants Examples: members of a team, governance boards, and improvement initiative work groups.
INVOLVE		Patients are advisors Examples: ongoing Patient Feedback Panels, Patient Advisory Councils, and non-voting participation in patient safety rounds.
DISCUSS		Patients are in dialog with providers and clinic staff Examples: focus group or interviews.
GATHER		Patients are informers. Examples: surveys, cycle time, and suggestion boxes.
INFORM/ EDUCATE		Patients are recipients of information and education Examples: brochures, health information posters, and electronic health records.

- ♦ Continuum
- → All valuable
- Different methods meet different needs
- Mix and match
- Consider each stage of QI